**August 2022 Survey Results:**

Our satisfaction rate for **August 2022** is **91%**, with **74.5%** of consumers reporting that they were either very or extremely satisfied.

The UKICC recovered an average of **£488 per consumer** for the month of August.

**92%** of consumers rated the professionalism of our service as good, with **86%**of people rating the listening skills of our advisors either extremely or very good.

Consumer comments:

“*My contact was Emma Drury-Laker. She was excellent and went beyond what I had asked to provide further information that is of use to me. She was sympathetic, interested and efficient. Couldn't be better!”*

“*My dispute was ended very quickly, I don't know if I could have finished it without the first class help and advice I received, but, I have no doubt that it speeded things up immensely.*”

*“They came across as extremely knowledgeable, answered all my questions very quickly and easy to understand. Very impressive, professional, friendly service.*”

“*Your staff are incredibly patient and comforting, great attributes for stressful situations.”*